



STATE OF TENNESSEE  
DEPARTMENT OF HUMAN SERVICES

**REQUEST FOR PROPOSALS # 34513-34917  
AMENDMENT # 1  
FOR CHILD SUPPORT ENFORCEMENT SERVICES 30<sup>th</sup>  
JUDICIAL DISTRICT, TENNESSEE (SHELBY COUNTY)**

**DATE: May 23, 2016**

**RFP # 34513-34917 IS AMENDED AS FOLLOWS:**

- 1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.**

<b>EVENT</b>	<b>TIME (central time zone)</b>	<b>DATE</b>
1. RFP Issued		April 25, 2016
2. Disability Accommodation Request Deadline	2:00 p.m.	April 28, 2016
3. Notice of Intent to Respond Deadline	2:00 p.m.	April 29, 2016
4. Written "Questions & Comments" Deadline	2:00 p.m.	May 6, 2016
5. State Response to Written "Questions & Comments"		May 23, 2016
6. Response Deadline	2:00 p.m.	June 6, 2016
7. State Completion of Technical Response Evaluations		June 20, 2016
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	June 21, 2016
9. Negotiations	4:30 p.m.	June 22, 2016 Through June 24, 2016
10. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	June 30, 2016
11. End of Open File Period		July 7, 2016
12. State sends contract to Contractor for signature		July 8, 2016
13. Contractor Signature Deadline	2:00 p.m.	July 20, 2016

- 2. State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

QUESTION / COMMENT	STATE RESPONSE
<p>1 Could you provide us with the current vendor for the above-mentioned RFP?</p>	<p>The current vendor for the services being procured is: Maximus Human Services, Inc.</p>
<p>2 There seems to be a conflict regarding a 200-page limit in the RFP. In RFP Section 3.1.1.2, there is no 200-page limit (where there was in previous RFPs). However, in Section A.8 of the Technical Response &amp; Evaluation Guide, a 200-page limit is mentioned. Are you able to clarify whether there is indeed a 200-page limit to proposal submissions? While I understand questions are to be formally submitted by May 6 and answers will be released May 23, this question and answer have a significant impact on the preparation of the proposal. Due to the posting date of answers, proposals can best be prepared with this information ahead of time. If you could let me know an answer, that would be great. Otherwise, we will submit this question per the RFP.</p>	<p>Technical proposals should conform to the instructions set forth in Section 3.1.1.2 (p. 6) and the page limit (200 pages) specified in Section A.8 of Attachment 6.2 (p.19).</p>
<p>3 Why was the minimum qualifications standard significantly lowered from that of the 2014 RFP and other recent CSES RFPs, with only three years of general child support services required?</p> <p>For the largest and most complex caseload in Tennessee, would the State consider returning the minimum qualifications to the 2014 standard, which required, “a minimum of five (5) contract years of experience, which shall be current or have ended no more than three years ago, operating a full-service child support office with a caseload of at least 35,000 open IV-D cases”?</p>	<p>The TN Child Support Program periodically reviews the experience requirements for services and determines the minimum qualifications it believes are necessary based on the size and complexity of the expected caseload of the judicial district. The standard specified in Section A.7. of RFP Attachment 6.2 - Mandatory Requirement Items (p. 19) has been established pursuant to such review and determined to be reasonable based on applicable criteria.</p>
<p>4 The FTE to case ratio is listed as 1:450. Would the State consider</p>	<p>The required case ratio of 1:450 is integral to the State’s enhanced service delivery</p>

QUESTION / COMMENT	STATE RESPONSE
<p>returning the ratio to 1:550, which is the ratio for the current TN 30<sup>th</sup> JD contract and for the other TN urban district contracts?</p>	<p>model, and will not be changed at this time.</p>
<p>5     <b>Question 1:</b> Is document imaging currently being used in this district?  <b>Question 2:</b> If so, what software/hardware is being used? If more than one piece of hardware is being used, how many pieces of hardware are being used?  <b>Question 3:</b> What documents are imaged?  <b>Question 4:</b> May we have an OnBase report of the average number of pages and documents imaged monthly for the last year?</p>	<p>All documents received in the office are imaged using 3 scanners. KoFax software is used for capturing images, and OnBase Software is used for e-filing. The office images approximately 70,000 pages per month.</p>
<p>6     Does the current contractor pay for out-of-state service of process? If so, please provide the average monthly cost.</p>	<p>The current contractor is not currently required to pay for out-of-state service of process.</p>
<p>7     How much does the district spend in postage each month? Please provide the average number of outgoing pieces of certified mail and first class mail each month.</p>	<p>The Office spends approximately \$4,000 in postage each month. That figure includes costs for approximately 5,500 pieces of first class mail and 110 pieces of Certified mail.</p>
<p>8     What State and/or federal grants are currently active for the office?</p>	<p>The National Child Support noncustodial Parent Employment Demonstration Grant (CSPED) is active in this location.</p>
<p>9     What community agencies are currently utilized by the child support office in outreach activities or through referrals to/from the child support office?</p>	<p>The child support office's most recent outreach activities have included the following agencies/entities:</p> <ul style="list-style-type: none"> <li>• Federal Correction Institute</li> <li>• Latino Memphis</li> <li>• Memphis Training Camp for Dads</li> <li>• Family Matters</li> <li>• Exchange Club</li> <li>• Lebonheur Hospital</li> <li>• Adolescent Parenting Program</li> <li>• Memphis &amp; Shelby County Office</li> </ul>

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	for Re-entry (MSCOR) <ul style="list-style-type: none"> <li>• TeNNderCare</li> <li>• Adopt-A-School</li> <li>• U.S. Court Probation Office</li> </ul>																																				
10 How many customers visit the office on average per month?	Approximately 2,200 customers visit the 30 <sup>th</sup> Judicial District child support office per month.																																				
11 Is the current office under a Corrective Action Plan or Performance Improvement Plan?	The current office is subject to a Corrective Action Plan.																																				
12 How many OnBase licenses will be provided by the State?	<table border="1"> <thead> <tr> <th><u>Quantity</u></th> <th><u>License Description</u></th> </tr> </thead> <tbody> <tr><td>1</td><td>Multi-User Server</td></tr> <tr><td>14</td><td>Concurrent Clients</td></tr> <tr><td>10</td><td>Workstation Clients</td></tr> <tr><td>200</td><td>Named Clients</td></tr> <tr><td>15</td><td>Workflow Concurrent Clients</td></tr> <tr><td>171</td><td>Workflow Named Clients</td></tr> <tr><td>1</td><td>Departmental Workflow Server</td></tr> <tr><td>1</td><td>Web Server</td></tr> <tr><td>1</td><td>Archival API</td></tr> <tr><td>1</td><td>Document Import Processor</td></tr> <tr><td>1</td><td>EDM</td></tr> <tr><td>1</td><td>Virtual Print Driver</td></tr> <tr><td>1</td><td>XML Tag Importer Processor</td></tr> <tr><td>1</td><td>Document Knowledge Transfer</td></tr> <tr><td>1</td><td>Eforms</td></tr> <tr><td>1</td><td>Document Composition</td></tr> <tr><td>187</td><td>Office Business Application License (101-200)</td></tr> </tbody> </table>	<u>Quantity</u>	<u>License Description</u>	1	Multi-User Server	14	Concurrent Clients	10	Workstation Clients	200	Named Clients	15	Workflow Concurrent Clients	171	Workflow Named Clients	1	Departmental Workflow Server	1	Web Server	1	Archival API	1	Document Import Processor	1	EDM	1	Virtual Print Driver	1	XML Tag Importer Processor	1	Document Knowledge Transfer	1	Eforms	1	Document Composition	187	Office Business Application License (101-200)
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13 How many employees are currently on staff?	167																																				
14 How does the State define a FTE (Full-Time Equivalent) position?	For purposes of this procurement, a Full-Time Equivalent position is defined as a single forty hour per week position. See the response to Item 16 below for additional information.																																				

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15 How does the State define a part-time position?	A part-time position is considered to be a position involving less than forty hours per week.																																				
16 How many part-time employees must be hired to equal 1 FTE? For example: If a vendor hires 2 part-time employees at 20 hours each, is this equivalent to 1 FTE? OR If a vendor hires 1 part-time employee at 30 hours, is this equivalent to 1 FTE?	Two part-time employees at twenty hours each per week will be considered to be one FTE. A single employee working thirty hours per week will represent 0.75 FTE.																																				
17 Please provide current job titles with the number of staff assigned to each title.	<table border="0"> <tr><td>Attorney</td><td>11</td></tr> <tr><td>Case Worker</td><td>88</td></tr> <tr><td>CSR</td><td>23</td></tr> <tr><td>Customer Res Rep</td><td>3.5</td></tr> <tr><td>IT Specialist</td><td>1</td></tr> <tr><td>Lead Case Worker</td><td>11</td></tr> <tr><td>Mail Room Clerk</td><td>2</td></tr> <tr><td>Manager - Operations</td><td>2</td></tr> <tr><td>Office Coordinator</td><td>1</td></tr> <tr><td>Outreach Rep</td><td>5</td></tr> <tr><td>Project Manager</td><td>1</td></tr> <tr><td>QA Coordinator</td><td>3</td></tr> <tr><td>Receptionist</td><td>2</td></tr> <tr><td>Special Projects Clerk</td><td>4.5</td></tr> <tr><td>Specialist - Human Capital</td><td>1</td></tr> <tr><td>Supervisor</td><td>7</td></tr> <tr><td>Contracts ADMIN</td><td>1</td></tr> <tr><td>Total Staffing</td><td>167</td></tr> </table>	Attorney	11	Case Worker	88	CSR	23	Customer Res Rep	3.5	IT Specialist	1	Lead Case Worker	11	Mail Room Clerk	2	Manager - Operations	2	Office Coordinator	1	Outreach Rep	5	Project Manager	1	QA Coordinator	3	Receptionist	2	Special Projects Clerk	4.5	Specialist - Human Capital	1	Supervisor	7	Contracts ADMIN	1	Total Staffing	167
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Mail Room Clerk	2																																				
Manager - Operations	2																																				
Office Coordinator	1																																				
Outreach Rep	5																																				
Project Manager	1																																				
QA Coordinator	3																																				
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18 Section A.31. states in part that there will be four full time staff who must be permanently housed in Shelby County Family Assistance offices. Our understanding is that there is a main office, two branch offices, and a satellite office. Is this requirement to have all four staff members in one location or split up for each location?	The location(s) will be determined following contract award, based on walk-in customer numbers.																																				

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<p>19 Please provide court docketing schedule for each court/magistrate and describe how cases are assigned to each docket (for example: paternity, set, contempt, modification, or a mixture).</p>	<p>The Juvenile Court docket schedule for child support is a daily mix of Contempt, Establishment and Modification dockets. For example, Magistrate Sanders hears a Monday 9 a.m. Establishment docket, a Tuesday 1:00 p.m. Contempt docket, a Wednesday 1:00 p.m. Establishment docket, a Thursday 9 a.m. Establishment docket, and a Friday 1:00 p.m. Modification docket. The other Magistrates have similar schedules.</p> <p>Monday-5 child support dockets: 3 Establishment, 1 Contempt, and 1 Modification  Tuesday-6 child support dockets: 3 Establishment, 1 Contempt, 1 Modification, and 1 Rehearing  Wednesday-6 child support dockets: 4 Establishment, 1 Contempt, 1 Modification  Thursday-4 child support dockets: 2 Establishment, 1 Contempt, 1 Modification  Friday-5 child support dockets: 2 Establishment, 1 Contempt, 1 Modification, and 1 Rehearing</p>
<p>20 How are staff attorneys assigned to court/administrative dockets? What are the staff attorney work assignments (for example: court, administrative, staff assistance)?</p>	<p>The IV-D attorneys have similar schedules to the Magistrates. The 11 attorneys have an average of 3- 4 dockets per week. For scheduling purposes, bankruptcy court, and agreed order conferences/on-call duties constitute a docket. For example, an attorney has a Monday 9 a.m. Establishment docket, is the on-call/agreed order attorney on Tuesday, has a Wednesday 9:00 a.m. Establishment docket, and a Thursday 9:00 bankruptcy docket in bankruptcy court. An attorney has a Monday 1:00 p.m. Modification docket, a Tuesday 9:00 a.m. bankruptcy docket in bankruptcy court, and a Wednesday 9:00 a.m. Establishment docket. Attorneys alternate weeks as the on-call attorney to answer worker questions in the office. The schedule</p>

QUESTION / COMMENT	STATE RESPONSE
	changes every 6 months.
21 How are orders completed after court decision? Are these orders completed in court with a signature and given to parties by court clerk or office staff?	The orders are signed by the Magistrate/Judge approximately 48 hours after the hearing. The orders are mailed by the Court Clerk after all necessary signatures are obtained.
22 Is there TCSES/State mainframe and internet access in the court rooms? Will the State provide Verizon Air Cards for attorney laptops as they have in Knoxville and Nashville?	In the court rooms, TCSES/State mainframe and internet access is established via Air Cards. The State will provide the latest technology offering for mobile connectivity through the State's Verizon contract. At the time of this writing, air cards are still available for use.
23 Does the court have an online system of searching for court orders and updating service of process information?	No
24 What are the court filing procedures from the office to the clerk? How many pleadings are filed on average per day/week/month?	All Court filings are handled electronically. Filings are submitted and processed through the e-filing system (Onbase). Petitions are created electronically and delivered via FTP to the Court. The Court imports the data and schedules hearings or rejects the filing. The orders are signed electronically by the Judge/Magistrate and sent via FTP to the contractor. Approximate filing numbers are as follows: 90 per day 450 per week 1,800 per month
25 Are foster care and intergovernmental cases specifically docketed and/or grouped on the court docket as being foster care or intergovernmental, or are they interspersed with other cases?	They are interspersed with other cases.
26 How does the staff currently obtain copies of local court orders that are not in their case file?	They are requested from Juvenile Court.

QUESTION / COMMENT	STATE RESPONSE
<p>27 Please clarify A.41 with A.76 in that the State will offer at no charge to the Contractor telephone interpreter service. Does that also mean translation of documents and use of interpreters in the court room?</p>	<p>Section A.41. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6) states that the contractor shall provide telephone equipment necessary to comply with Title VI requirements, whereas Section A.76 provides that the contractor will not be responsible for the cost of telephone interpreter service (interpretation from one language to another).</p> <p>The contract does not require, nor will the State provide, document translation or courtroom interpreter services at no charge to the contractor.</p>
<p>28 Please provide the following call volume statistics for the past 12 months:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Average daily call volumes;</li> <li><input type="checkbox"/> Average weekly call volumes;</li> <li><input type="checkbox"/> Monthly call volumes;</li> <li><input type="checkbox"/> Busy Hour Traffic (the number of calls there are during the busiest hour of operation of the telephone system);</li> <li><input type="checkbox"/> Average call duration;</li> <li><input type="checkbox"/> Average wrap up time; and</li> <li><input type="checkbox"/> How many voice mails/message are left by customers each month.</li> </ul>	<p>The current contractor's phone system is not programed to capture voice mail/message count. Available call volume statistics for the 30<sup>th</sup> Judicial District are as follows:</p> <p>Average number of incoming calls per month: 24,800  Average handle time: 4 minutes  Average wrap up time: 1:08 minutes  Peak hours: 8 a.m. – 10 a.m. and 3 p.m. – 4 p.m.</p>
<p>29 What security measures are currently in place at the current office location? If security officers are currently being used, is the contractor or the State responsible for their pay? Would a full-time security contractor or security employee be counted towards the FTE requirement stated in the RFP?</p>	<p>The current contractor pays for on-site security officers. There are security cameras, and the office requires badge access to restricted areas. A full-time security contractor or security employee would not be counted towards the FTE requirement stated in the RFP.</p>
<p>30 Who currently carries out genetic testing for the child support office? What are the current procedures for carrying out genetic testing? Are genetic testing samples drawn at court?</p>	<p>The State's genetic testing contractor, DNA Diagnostics Center, Inc., has staff housed in the child support office and they do the majority of sample collections. There is normally also 1 employee of the current child support contractor (vacant</p>

QUESTION / COMMENT	STATE RESPONSE
	position, soon to be filled) housed at the Family Assistance office and when necessary, this worker will collect genetic samples to be sent to DNA Diagnostics for testing. There are no genetic testing draws conducted at the Court.
31 How many computers will be available for on-site training and interview rooms in addition to the computers/laptops for FTE staff?	There are currently 10 computers in Intake interview rooms and 27 in training rooms. The State anticipates that a similar number will be made available for the new contract, in addition to the computers/laptops for FTE staff.
32 Will the State provide the Windows 7 software and licenses for all computers provided by the State to provide child support enforcement services? Considering Microsoft ended support for Office 2010 this previous year, and the fact that Outlook 2010, which is included with Office 2010, will not communicate with the latest version of Microsoft's email server, will Office 2013 or 2016 be provided instead?	The State will provide Windows 7 on the supplied equipment. The current State standard for Office is the 2010 version. Microsoft has not yet ended support for Office 2010. A State decision on which version to approve for the new standard has yet to be reached. Per the documentation from Microsoft, the latest Exchange(mail) server is compatible with Outlook 2010.
33 <b>Exhibit 1</b> , Performance and Case Historical Data for Tennessee's 30th Judicial District, total disbursed collections for 2011 and 2015 do not agree to previously published numbers. Please verify.	Total disbursed collections figures for federal fiscal years 2011 and 2015, as shown on Exhibit 1, are correct based on Monthly Performance Measures Reports.

3. **Delete RFP section C.3 in RFP Attachment 6.2 in its entirety and insert the following in its place** (any sentence or paragraph containing revised or new text is highlighted):

A narrative describing the Respondent's staffing plan for the provision of services under this procurement, including any subcontracted Legal counsel to be employed. This narrative must include the number of positions as well as detailed descriptions of those positions. The narrative must also include the Respondent's definition of the term *key people*, as it relates to Items B.12. and B.13. of RFP Attachment 6.2.

4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.